

Figure 1

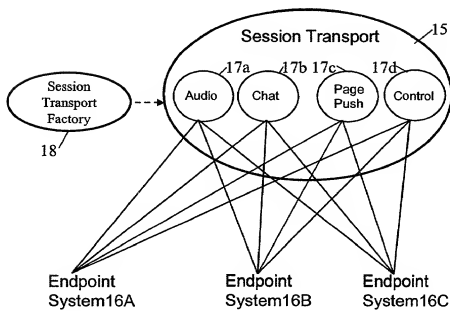


Figure 2

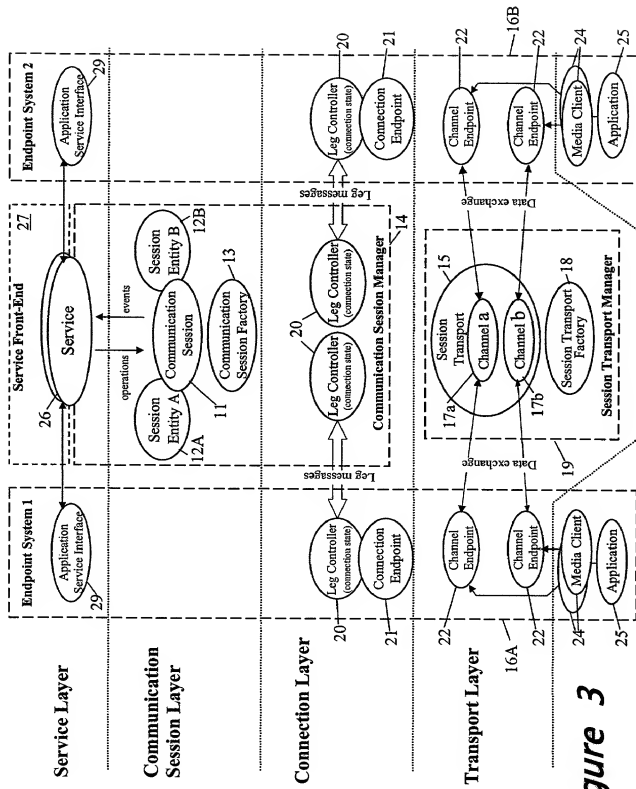


Figure 3

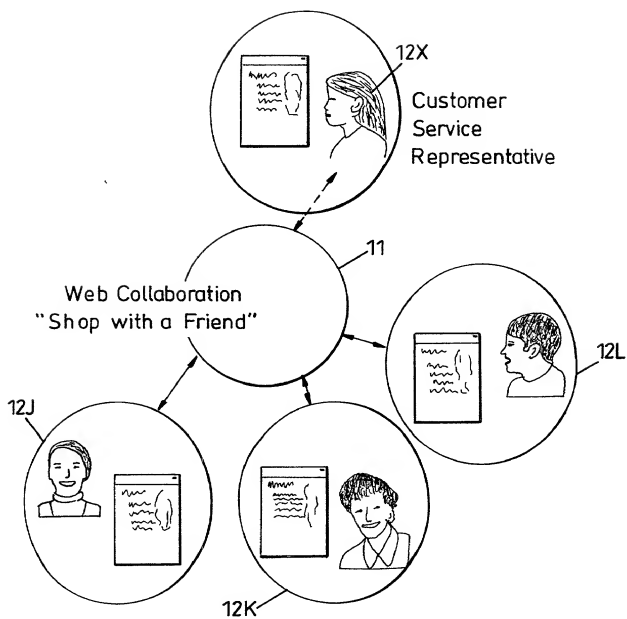


Fig. 4

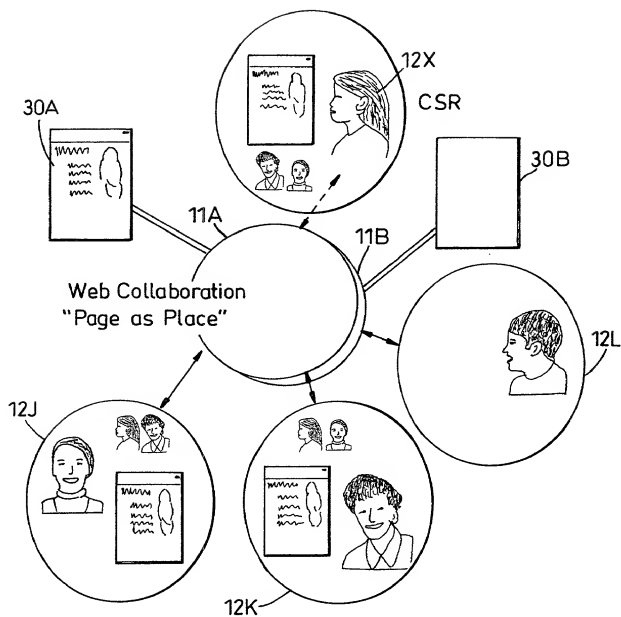


Fig. 5

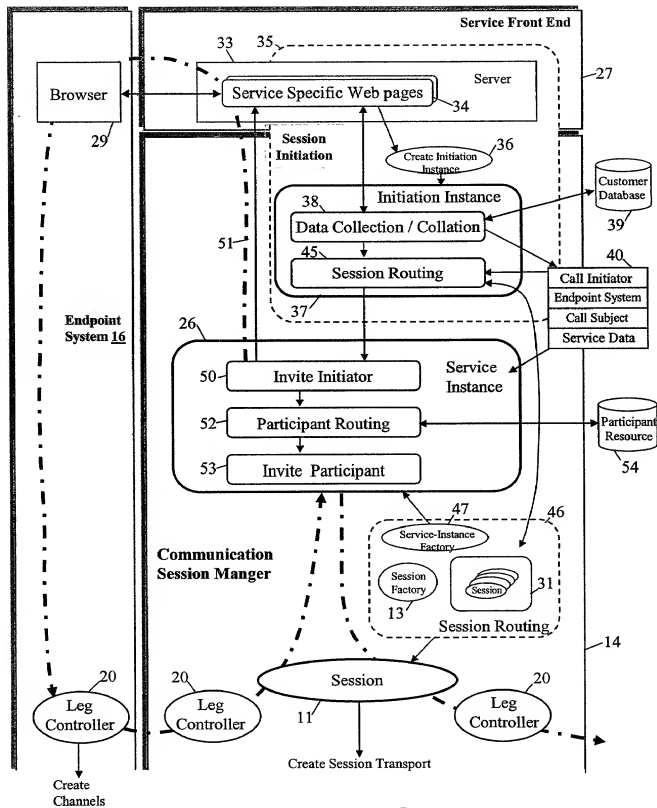


Figure 6

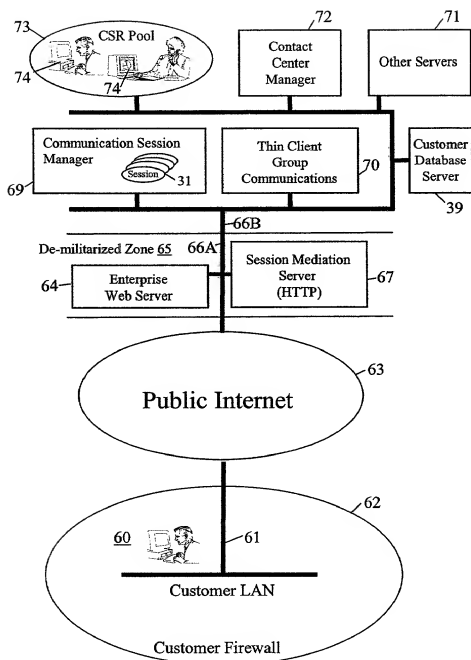


Figure 7

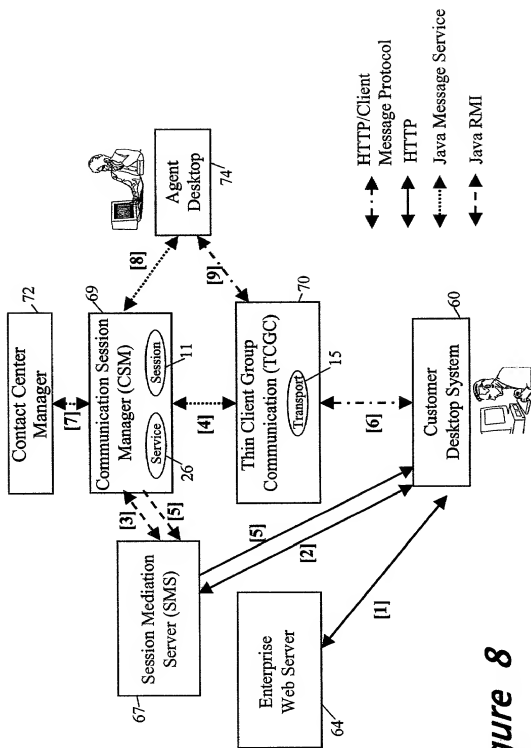


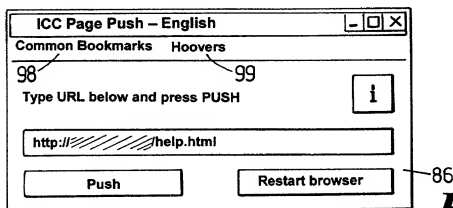
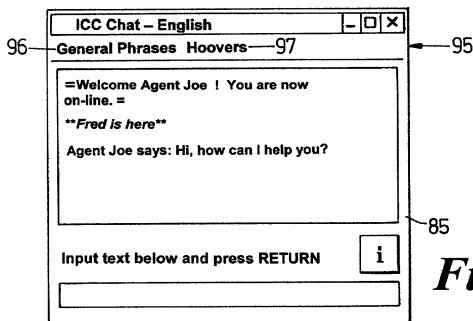
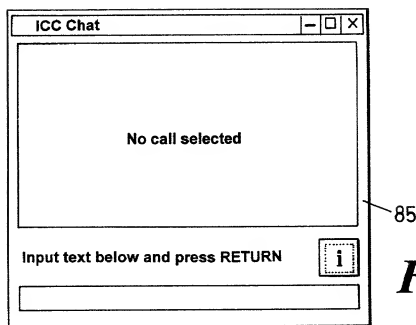
Figure 8

80

ICC Call Control				Agent Page Push - Microsoft Internet Explorer			
Call ID 45	Priority -1	Customer ID cust 47535811	Customer Name Fred Blogs	Media	Status Answered		
General Phosco - Hoovers Welcome Agent Joe You are now on-line **Fred is here** Agent Joe says Hi, how can I help you? Fred says: Tell me about HP				File Edit View Go Favorites Help Back Forward Stop Refresh Home Search Favorites History Channels Fullscreen Mail Address:			
Input text below and press RETURN http://www.jp.com/				SEARCH ASSISTANCE Company Information Year 2000 Program Drivers OnlineStores Solutions for: o E-services o Home & Home Office o Small Business o Developers Select Another Country United States GB Privacy Statement Use of this site indicates you accept the terms of use			
Type URL below and press PUSH 85 http://www.jp.com/				United States Highlights Select Another Country United States GB Solutions for: o E-services o Home & Home Office o Small Business o Developers Privacy Statement Use of this site indicates you accept the terms of use			

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Fig. 9



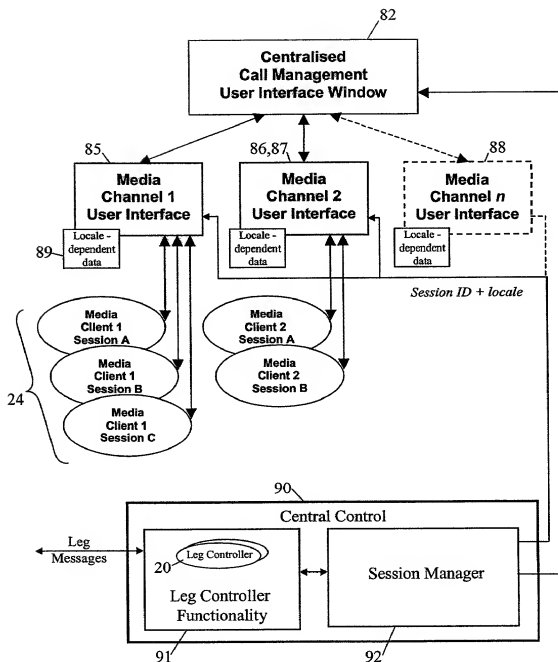


Figure 13

ICC Call Control				
<div> </div>				
Call ID	Priority	Campaign	Customer ID	Customer Name
39	-1	Hoovers	cust-479550911	Fred Bloggs
			Media	Status
				Normal call
<div> <div>82</div> <div></div> </div>				

Fig. 14

ICC Call Control

Call ID	Priority	Campaign	Customer ID	Customer Name	Media	Status
41	-1	Hoovers	Cust-479550911	Fred Blogs	Cust-479550911	Answered

82

Fig. 15

ICC Chat - English

No session for selected call.

Input text below and press RETURN

85

Fig. 16

81A 81B 81C 81D 81E

ICC Call Control

Call ID	Priority	Campaign	Customer ID	Customer Name	Media	Status
43	-1	Hoovers	cust-1188498310	Cameron Diaz		Answered
41	-1	Hoovers	cust-479550911	Fred Bloggs		Disconnected

81

82

Fig. 17

109101-5874560

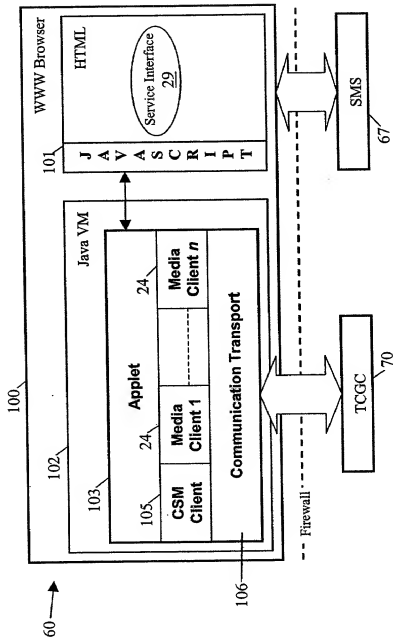
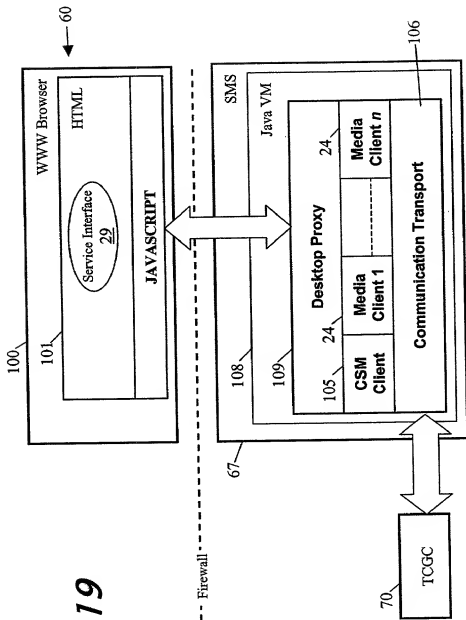


Figure 18

Figure 19



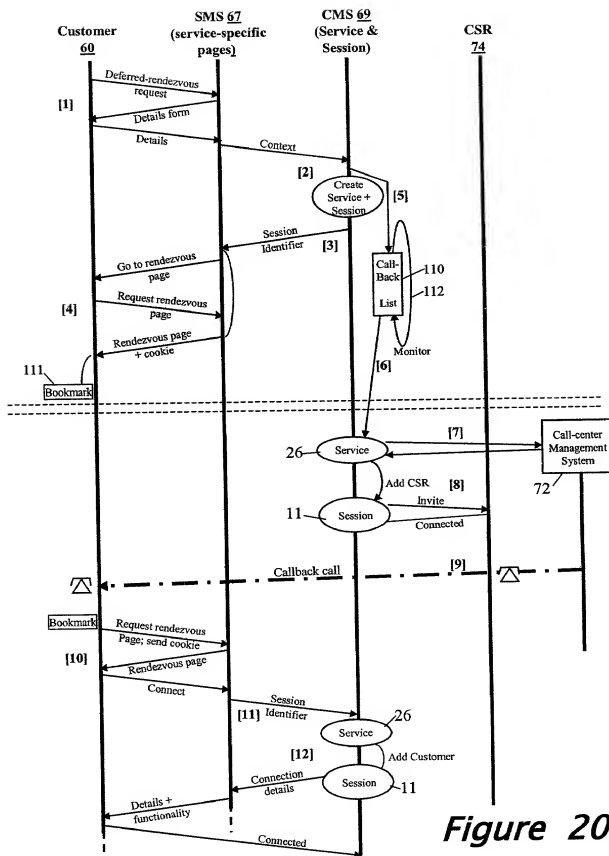


Figure 20

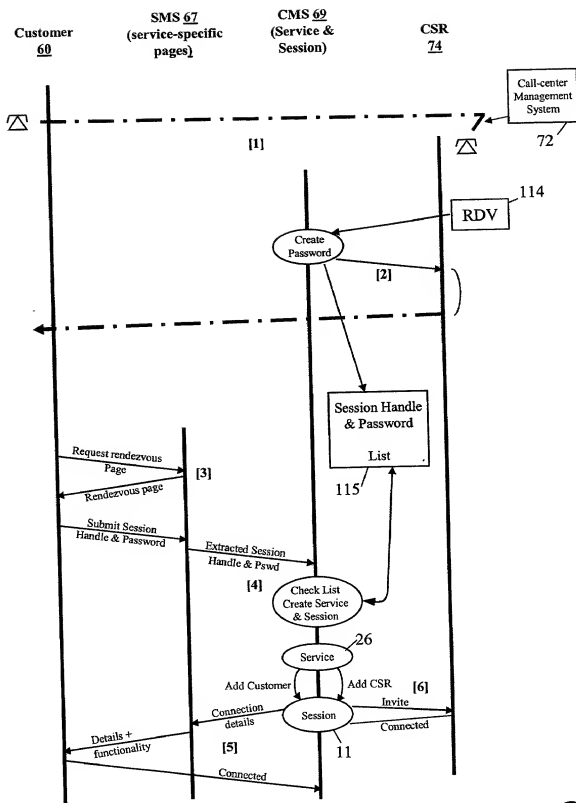
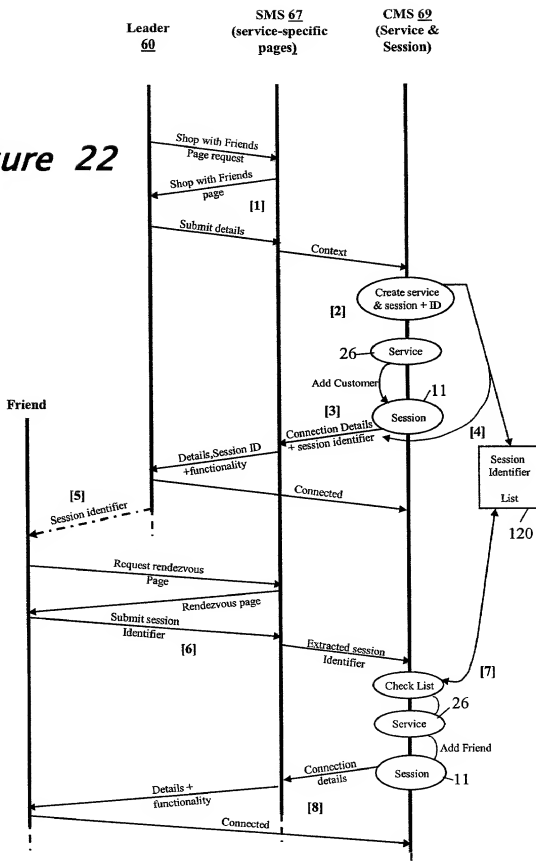
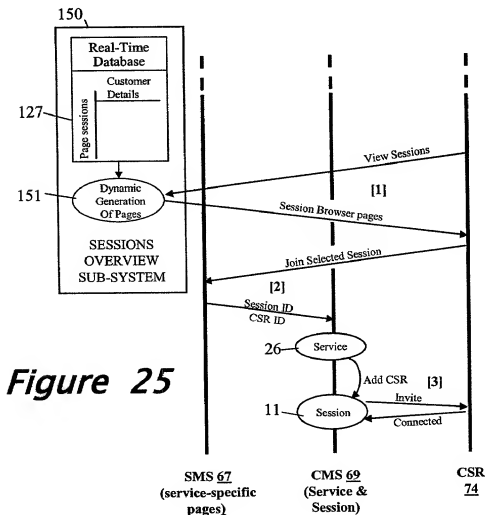
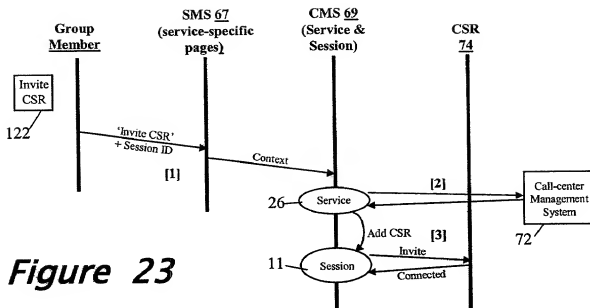


Figure 21

Figure 22





109101-56427650

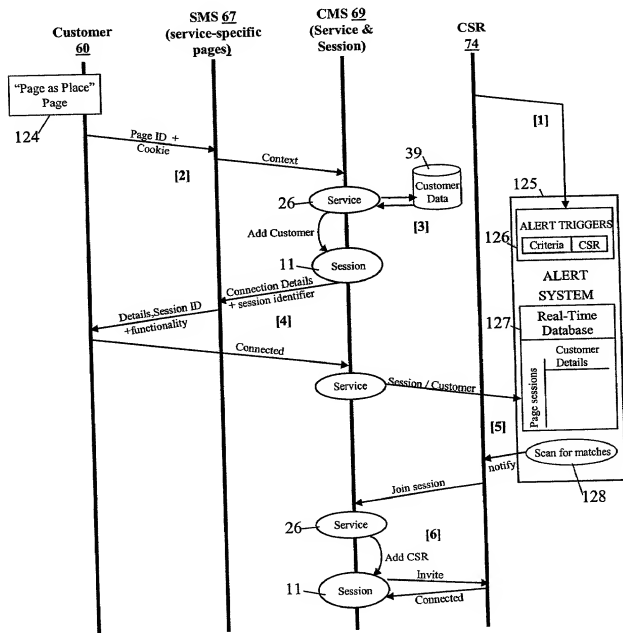


Figure 24

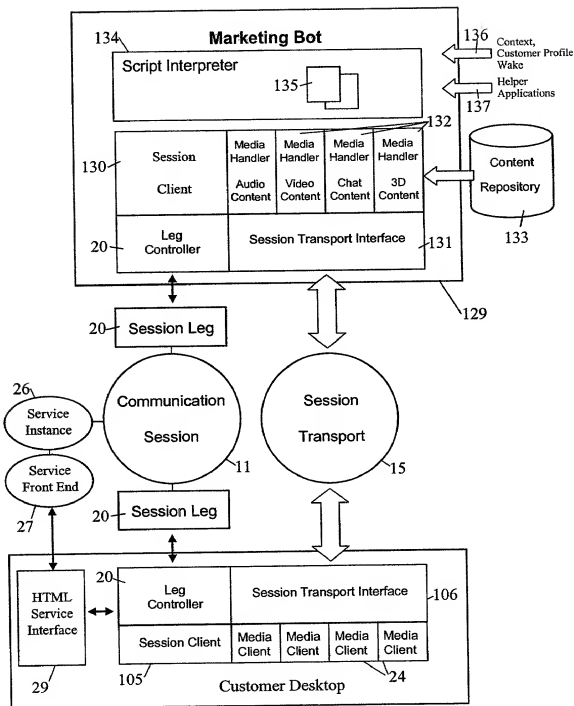


Figure 26

FIG. 27

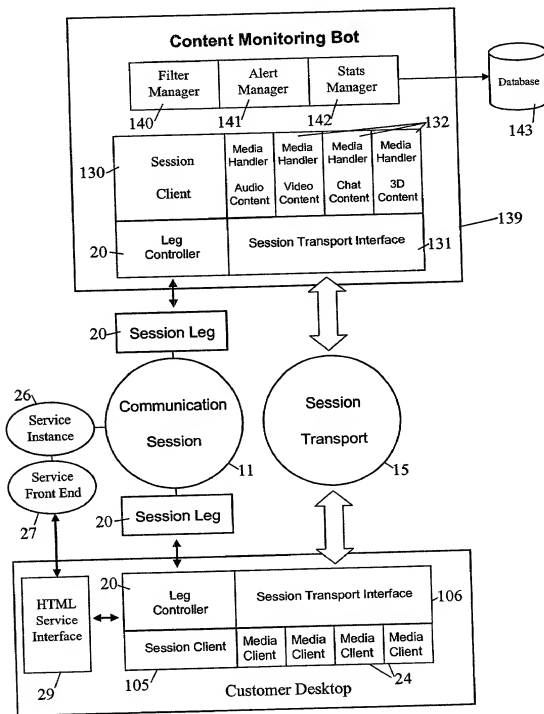


Figure 27